

**DRAFT**  
**Q.I.C. Meeting – February 10, 2015**  
**11:00 a.m. to 1 p.m.**

**PRESENT:** John Behn (QI Chairperson), Kobi Prettyman (Utah Foster Care Foundation), Rhonda Peterson (Carbon County Fairgrounds), Kevin Webb (DCFS Admin Team), Lori Savage (DCFS Associate Region Director), Patsy Buchmiller (Fostering Healthy Children), Kyle Elder (Four Corner's Behavioral Health), Bob Wells (Methodist Church Pastor), Carolyn and Rick O'Hearon (community members), Laurie Molinar (RUCD Head Start), and recorder Gretchen Howell (DCFS)

**ABSENT:** Shelley Wright, Josie Luke

**Attendance Roster:**

John passed around the attendance sheet for everyone to sign.

**Guests/New Members:**

We have Taylor Miller (RUCD Head Start) and Denice Madsen (JJS/Strengthening Families) as guests today.

**Review and Approval of January QIC meeting minutes:**

The January 2015 QIC meeting minutes were approved. Gretchen will send out today's minutes by email for all QIC members to read and approve. Please be sure to reply to the email.

**Status of Comment Boxes:**

The comment boxes are completed and Shawn Jack (Region Director) is distributing them throughout the region. A comment box has been hung up in the Blanding office. Kevin requested that the supervisors send the comment forms to Gretchen. The first DCFS employee recognition will start tentatively in March. There is a \$200 incentive and/or 8 hours of annual leave available for workers. A supervisor in each office will be responsible to retrieve the comments and keep the boxes up-to-date, and keep the key. Gretchen will check with Codi to be sure she may use the purchasing card to pay for the name plates made by the Castle Valley Center.

**Carolyn and Rick O'Hearon and Kyle Elder – Article:**

John made some minor spelling corrections. The committee thanks the O'Hearon's for writing this letter and sharing it with us. The letter is written in more of an editorial form and we would like the letter to be submitted as an article. Some minor changes would help facilitate the letter to be submitted as an article, perhaps changing the wording of the first paragraph a little, or switching the first and second paragraphs position. This is a positive, personal letter, speaking from the heart of the O'Hearon's, and we really appreciate it. John will give the letter to Josie for approval/editing. What people believe becomes their reality. This letter/article will help change the perception of DCFS.

**What is the role of the QI Committee:**

About 20 years ago DCFS became under scrutiny and a lawsuit was filed. The federal court ordered that a Foster Care Citizen Review Board be created. The FCCRB reviewed every child's

case who was in foster care in Utah. Then the Quality Improvement Committee was created to “fix DCFS.” There were many areas of DCFS that needed changing, and QIC was more of a complaint resolving body. About 4 years ago we got a new region director. There has been a shift in culture at DCFS.

Kevin thanks past and present QIC members for their help and dedication to DCFS and people in the community. Administration does not want this discussion to be a negative experience. There was a time when QIC give administration ideas for improvement and this information was not implemented.

The four fold focus for DCFS is as follows: our main focus is our culture. The clients/coworkers and the people we work with need to know they are valued. The decisions are made as a team, not by DCFS workers. The director is not dictatorial. This has been a difficult process. The culture truly pushes in the direction of practicing our Practice Model fully. The next three focuses are structure, process, and communication. Traditionally communication in our region has been very poor. We are constantly working on improving. DCFS wants the right people in the correct positions. We have the right people at the table for families. In the past when we had a problem, we had training or added a process. Now we have interactive supervision providing the mentoring and training needed. Communication at the practice level means everyone should be at the team meetings and/or all communicating together for the families. Permanency and stability are on the front burner. The long term plan is just as important as stability. The Homeworks Program is In-Home services on steroids. In June/July we will be getting this training, with better upfront assessments to keep children safely in the home. When have to remove children the focus will be how quickly we can get the children back home.

DCFS needs QIC to be there for administration to bring problems to for feedback and support. We want to improve employee morale.

There was some controversy with the QIC employee survey, which caused some friction. The outcome was positive. The results of the survey pointed out several issues. The region director was expecting to get tangible suggestions of what can be done as a result of the survey. The region supports employee recognition. The collection of the comments was a source of friction, it came across that the QIC doesn't trust the administration. We don't want that kind of air to develop in this committee. We want to trust each other, QIC and DCFS administration. There have been some misunderstandings. If there is an air of distrust, the committee won't be effective. Lori Savage will be attending the QIC as well as Shawn Jack (periodically). We appreciate transparency.

The QIC truly appreciates DCFS and wants to continue positive communication. We value different opinions in the QIC discussions.

There was never any mistrust intended on the part of QIC. There is a problem of what message is being sent out and how that message is received, it takes both the sender and the receive to interpret communication.

DCFS would like to give QIC suggestions and focus ideas, as well as general direction.

QIC feels it has given DCFS valuable information that was never implemented.

Laurie presented a “resolution flowchart,” which attempts to take the blame out, the emotions out, and get to the root issue and then resolve it.

If administration has a perception, asks the committee questions and we will do the same.

We will move forward with open communication, tough conversations, and improvement to feel our time is well spent.

**Adjourn:**

We adjourned the meeting at 12:55 p.m. Our next meeting is scheduled for Tuesday, March 3, 2015.